

# This Computes!

**Department of Health Services  
Children's Medical Services Network  
(CMS Net) - Information Bulletin #121**



## **Claims Processing issues at EDS and Delta Dental**

Both Delta Dental and EDS are currently experiencing system problems that are affecting the correct adjudication of some CCS claims. System staff are isolating the problems and should have fixes in place soon.

### **Delta Dental:**

Delta is experiencing a problem with eligibility verification for some CCS children. They are working to isolate the problem. The problem is causing some CCS claims to deny for no eligibility when the client is in fact eligible. Also some claims for CCS/Healthy Families (HF) clients are denying with a statement that the child is ineligible due to the HF coverage. When this problem is corrected we will ask Delta to reprocess any denied claims.

### **EDS:**

The recent change in the system that allowed SAR's to be modified has caused a problem for pharmacy claims billed using the Point of Service (POS) System or the WEB submission process. When a pharmacy bills using a SAR that has been modified, the claim will reject with message 243 which indicates that no TAR (SAR) is present. EDS has identified the problem and will be installing a fix early next week. EDS does not have the ability to reprocess pharmacy claims submitted on the WEB or the POS so once the problem is corrected pharmacy providers will need to re-bill the previously denied claims.

We will advise you once the system corrections are in place, if you get calls from providers you can share this information with them.